

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: UI Program Administrator**

**Class Code: 10945**

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### **A. Purpose:**

Directs the processing and activities of Unemployment Insurance (UI) taxes, benefits, or quality control services utilizing trained and knowledgeable staff, systems, and procedures to monitor, identify, and ensure compliance with state and federal rules, policies, and eligibility requirements for program services.

### **B. Distinguishing Feature:**

UI Program Administrators manage a UI office and direct and oversee the delivery of services and develop, implement, and oversee processes and procedures to meet the federal requirements for timeliness and quality in providing UI benefits in the state.

Labor Program Specialists implement and monitor employment and labor programs by providing technical advice and training, maintaining information validity and program integrity, and ensuring compliance with federal and state regulations and reporting requirements. The positions develop systems and procedures, analyze data, recommend operational and policy changes, and monitor and train staff in a specific program area within the department.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Directs the operations of a UI office to ensure services are provided to claimants and employers requesting or utilizing those services and to ensure the integrity of UI programs while ensuring compliance with federal laws and state statutes.
  - a. Develops, discusses, implements, and oversees program procedures and processes.
    - i. Reviews procedure and program changes with staff.
    - ii. Monitors the application of revised procedures looking for errors or inconsistencies.
  - b. Reviews printouts of program activity and services to look for trends and ensure compliance with federal program standards.
    - i. Examines program activity through the review of computer data.
    - ii. Reads reports and files produced by staff and contacts them for clarification.
  - c. Initiates training for staff to become familiar with program changes and new procedures.
  - d. Monitors processes, activities, and timeframes ensuring compliance with federal requirements; reviews forms and letters generated; answers questions on standards and waivers; and ensures consistency.
  - e. Receives reports and analyzes information from other staff on program operations and reviews their recommendations for changes or necessary action.
  - f. Reviews the results or findings of quality control staff on components of UI operations and determines appropriate measures.
    - i. Determines and recommends if staff need more training.
    - ii. Investigates findings to determine if there are staff or procedure problems.
  - g. Contacts and works with staff directly or through their supervisors to resolve issues and comply with program standards.
  - h. Monitors issues or cases with claimants or employers and determines the best course of action.

- i. Performs long range planning.
  - j. Provides technical assistance to staff and the public on UI programs and requirements.
2. Investigates, reviews, or evaluates complex or questionable tax cases or issues with employers or claimants and issues a decision on how the department will proceed.
    - a. Reviews all records associated with a case or situation.
    - b. Researches issues and may correspond directly with businesses or claimants to request and discuss information.
    - c. Writes decisions on complex issues.
    - d. Issues subpoenas or requests court ordered subpoenas in dealing with claimants or businesses.
    - e. Reviews and approves cases for prosecution and forwards these to the Division Director.
    - f. Works directly with the Assistant Attorney General assigned to the department, on prosecuting cases.
    - g. Testifies at hearings.
  3. Monitors the office's computer applications to ensure the necessary and continued programming needs of the office are met.
    - a. Reviews computer systems and needed enhancements.
    - b. Communicates with BIT programming staff on needed updates and problems.
    - c. Reviews proposed computer program changes from BIT, works with staff on the review of these changes, and discusses problems with the programmers.
  4. Supervises subordinate staff to ensure the goals and objectives of the office are met.
    - a. Interviews and recommends the selection of staff.
    - b. Provides or directs the training of staff.
    - c. Assigns tasks and provides daily work direction to staff.
    - d. Approves leave requests and signs time sheets.
    - e. Addresses staff problems, recommends and carries out disciplinary actions.
    - f. Conducts weekly staff meetings.
    - g. Resolves staff conflicts.
    - h. Conducts performance appraisals and completes performance documents.
  5. Acts as a liaison with other offices, agencies, and the federal government on program issues, procedures, and performance standards.
    - a. Responds to or initiates requests for information on how to deal with issues or problems.
    - b. Provides information and explanations on program procedures and eligibility issues.
    - c. Attends state and national meetings and gives and receives information.
  6. Performs other work as assigned.

#### **D. Reporting Relationships:**

The position reports to the Director of the Division of Unemployment Insurance. Typically this position supervises Labor Program Specialists, Management Analysts, Senior Internal Auditors, Tax Program Representatives, UI Claims Specialists, UI Claims Examiners, and clerical support staff.

#### **E. Challenges and Problems:**

The position is challenged to ensure compliance with federal program timelines, requirements, and performance standards. This is difficult because of the need to ensure compliance with procedures and processes and ensure claimants and employers understand and comply with federal requirements and state statutes.

Problems include implementing special programs mandated by the federal government, evaluating complex situations and tax issues, dealing with employer controversy due to program or staff actions, recovering benefits paid out incorrectly, and adjusting staff workloads to meet program needs.

#### **F. Decision-making Authority:**

Decisions made include what action to take regarding complex tax liability issues and determinations that will have a significant impact on employers and claimants, content of procedures and processes to ensure compliance with federal program requirements, whether office activities are meeting federal standards and what to do to correct situations, where resources will be used in the office and how, whether cases should be referred for prosecution, and content of information exchanged with other offices.

Decisions referred include approval of extensive changes in procedures and processes, final approval of major changes to computer programs, activities or situations that may have an effect on other offices or agencies, how to deal with controversial or sensitive issues, and legislative issues.

#### **G. Contact with Others:**

Daily contact with employers, their legal representatives, accountants, and other state and federal agencies to give and receive information; daily contact with South Dakota Career Centers to discuss and resolve procedural and claim problems; daily contact with other UI offices to discuss UI issues, programs, and procedures; weekly contact with BIT on programming needs and changes; weekly contact with the assistant attorney general assigned to the department to discuss legal issues and cases; quarterly contact with federal monitoring staff to discuss program issues; and occasional contact with the federal Department of Labor on program standards, timeliness, and quality issues.

#### **H. Working Conditions:**

The incumbent works in a typical office environment.

#### **I. Knowledge, Skills and Abilities:**

Knowledge of:

- unemployment insurance laws and policies;
- auditing techniques;

- computers;
- business and public administration;
- automation concepts and their application.

Ability to:

- supervise;
- manage a high volume and time sensitive operation;
- analyze data;
- identify problems and offer solutions;
- communicate effectively both orally and in writing;
- deal tactfully with others;
- use computers.